

**PROPOSED AGENDA - FOR DISCUSSION PURPOSES ONLY.**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANTS :	Lundy M Lewis	CONFIRMATION No. :	3633
SERIAL NUMBER :	09/577,232	EXAMINER :	David E. England
FILING DATE :	May 23, 2000	ART UNIT :	2143
FOR :	METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL MANAGEMENT (SLM)		

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*NOT INTENDED FOR ENTRY INTO THE OFFICIAL RECORD.*

**Discussion Points:**

- To discuss differences between the claims and the art relied upon by the Examiner, specifically independent claims 31, 39, 46, and 53 in light of U.S. Patent No. 6,233,449 to Giltho et al
- To discuss Examiner's rejection of claims 31-58 under 35 U.S.C. §112 2<sup>nd</sup> paragraph, specifically independent claims 31, 39, 46, and 53

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